

**Complaint Tracking for CA (06/01/2004-06/30/2004). Total Customer Contacts: 13**

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/05/04	Voice caller reports busy each time they try to call VCO user via 711, but when dialing direct they can get through to her number. Dialed number from RCS and same problem.	8/20/2004	Apologized for problem and submitted a request for relay techs to look into this. Referred to MCI RS and Nordia as well. Explained that CA has 3 relay providers and may get any company with 711. Verified was temporary system problem. All resolved.
06/07/04	VCO user upset when agent did not inform new agent with VCO user's directives. VCO user also said "where do we hire these agents?"	06/17/04	Apologized for inconvenience . Coached agent on proper procedures.
06/08/04	A CA TTY customer called to say the agent was rude and hung up before typing the answering machine message.	06/09/04	Apologized for the mishandling of the call. Agent did not recall this call. Coached agent on importance of keeping the customer informed and also proper call procedures. Advised agent to ring for a supervisor if there is a problem or a question.
06/11/04	TTY customer stated that CA lied when dialing out a call. Stated that the CA used "call was not completed..redialing" and "phone company equipment busy."	06/11/04	Apologized for inconvenience . CA reached "fast busy" and handled call procedures correctly.
06/14/04	Customer stated that the agent seemed to be falling asleep or something, she was very slow to relay then hung up when I gave the SK signal to the party. She didn't come back to say person hung up or to ask me if I wanted to place another call which I did.	06/19/04	Apologized for the inconvenience and stated that I would send this complaint to the location where the agent was located. Reviewed proper procedures with the agent.
06/14/04	Customer stated that the agent seemed to be falling asleep or something, she was very slow to relay then hung up when I gave the SK signal to the party. She didn't come back to say person hung up or to ask me if I wanted to place another call which I did.	06/19/04	Apologized for the inconvenience and stated that I would send this complaint to the location where the agent was located. Reviewed proper procedures with the agent.
06/16/04	The customer states that her message was not left on the answering machine. The customer explains that she asked the agent to redial and leave a message at number 909-415-9111. The agent sent a macro advising he was redialing and then he sent a macro saying the message had been left. The party to who, the message was left informed the customer that no message was left. The customer depends on Relay for her work and today's service is unacceptable.	06/18/04	Apologized. Advised the supervisor would be notified. Agent tried to redial, but customer hung up before relay could leave a message. Agent attempted to leave message, but system timed out before message could be left. Reviewed procedures with agent. Agent followed proper procedures. Called customer to let her know agent reviewed procedures with supervisor.

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06/17/04	Customer says that this is the fourth time she has complained about this. She says she placed a call through the relay service. When an answering machine picked up, the agent typed the message. When the customer instructed the caller to call back and leave a message, the operator did not respond in an appropriate amount of time. She said she kept on asking "ARE YOU THERE" and "HELLO Q I WOULD LIKE TO MAKE ANOTHER CALL." After a long delay the operator finally dialed the number.	06/24/04	Apologized to the customer and told her that this would be sent to the appropriate supervisor. I also asked her to ask the agent to get their supervisor if this happens again so it can be addressed immediately. Customer wants a supervisor to call her back to let her know what has been done about this. Met with agent pertaining to the complaint. Supervisor called customer back. Customer appreciated call.
06/17/04	Customer says that this is the fourth time she has complained about this. She says she placed a call through the relay service. When an answering machine picked up, the agent typed the message. When the customer instructed the caller to call back and leave a message, the operator did not respond in an appropriate amount of time. She said she kept on asking "ARE YOU THERE" and "HELLO Q I WOULD LIKE TO MAKE ANOTHER CALL." After a long delay the operator finally dialed the number.	06/17/04	Apologized to the customer and told her that this would be sent to the appropriate supervisor. I also asked her to ask the agent to get their supervisor if this happens again so it can be addressed immediately. Supervisor reviewed complaint with CA. Agent followed proper procedures in waiting for GA.
06/17/04	Customer says that this is the fourth time she has complained about this. She says she placed a call through the relay service. When an answering machine picked up, the agent typed the message. When the customer instructed the caller to call back and leave a message, the operator did not respond in an appropriate amount of time. She said she kept on asking "ARE YOU THERE" and "HELLO Q I WOULD LIKE TO MAKE ANOTHER CALL." After a long delay the operator finally dialed the number.	06/17/04	Apologized to the customer and told her that this would be sent to the appropriate supervisor. I also asked her to ask the agent to get their supervisor if this happens again so it can be addressed immediately. Customer wants a supervisor to call her back to let her know what has been done about this. Coached agent on the procedures to be followed when handling this type of call. Customer did receive a call back as requested.
06/18/04	Customer typed message to have an answering machine GA. Customer had to ask several times if CA was still there, as there was no response.	06/26/04	Apologized to the customer. Reviewed call processing with agent and reminded him how important it is to stay focused on all calls.
06/18/04	Customer typed message to have an answering machine GA. Customer had to ask several times if CA was still there, as there was no response.	06/26/04	Apologized to customer. Reviewed call processing with agent and reminded him on how important it is to stay focused on all calls.
06/22/04	VCO user stated that periodically throughout her call, she was receiving garbled messages from relay. She believes it was probably just a technical "glitch" in the system since it was intermittent. Customer recommends that our techs run system diagnostics on all stations monthly to "get rid of cob webs".	7/14/04	Thanked customer and assured her I would forward the information accordingly. Test call made. Problems resolved.